



Individual Complaint Form

Date*: 3-2-2022

2022-121 E

Complainant or Legal Representative Information:

* Required Fields

Name * Brenda McAlister

Firm (if applicable) _____

Mailing Address * 212 W 3rd Street

City, State Zip * OWENSBORO, KY 42303

Phone * _____

E-mail Salon0221ee@gmail.com

Name of Utility Involved in Complaint: * Duke Energy

Type of Complaint (check appropriate box below.) *

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input checked="" type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input type="checkbox"/> Other (be specific) <u>gouging on a family business for a extreme deposit</u> | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: Mr Kirby

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

my mother Carolyn W McAlister passed away Oct 8 2021 we both owned a bungalow style home with a small salon ~~is~~ am my mothers personal representative in this matter & have been paying Elec. Bill on time with my credit card now Duke Energy wants a \$800.00 deposit the governor McMonnies shut down all the salons april 2020 so that's for the pandemic and we never were able to reopen. My mom died as a result of Covid 19. I spoke with Mr Kirby and He explained how to file this complaint

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

No Deposit we have the same last name & both owned the property
12 W stone avenue Greenville, SC 29609

I UNDERSTAND AND AGREE THAT THE INFORMATION GIVEN ON THIS FORM IS PUBLIC INFORMATION THAT WILL BE PUBLISHED ON THE COMMISSION'S WEBSITE (dms.psc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.

Brenda McAlister
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF _____)

VERIFICATION

I, Brenda McAlister verify that I have read my complaint filed on 3-2-2022
Complainant's Name * Date *

and know the contents thereof, and that said contents are true.

Brenda McAlister
Complainant's Signature * (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

| Processed By | Date |
|--------------|------|
| | |
| H.E. | |

Wilson, Elise

From: Bullaboy, Paula H <Paula.Bullaboy@duke-energy.com>
Sent: Thursday, March 10, 2022 11:31 AM
To: Wilson, Elise; salonozziee@gmail.com; Bateman, Andrew; Campbell, Chad
Cc: DEC Consumer Affairs; Samuel Wellborn; PSC_Contact; Calloway, Tatiana; Kirby, Brad; Self, Amanda; Waller, Takisha; Wilhite, Sarah; Willis, Iva
Subject: RE: [EXTERNAL] FW: 2022-03-07.McAlister, Brenda Confidential_Redacted.pdf
Follow Up Flag: Follow up
Flag Status: Flagged

Good morning, Ms. Wilson,

I am working on Ms. McAlister's complaint and will be back in touch shortly. I just need to review where we stand with this complaint.

Thank you, Paula

Paula Bullaboy

Senior Consumer Affairs Specialist
 Consumer Affairs
 Duke Energy Carolinas
 Office: 980 232 1158, Monday-Friday 8:00-5:00
 Email: Paula.Bullaboy@duke-energy.com

If you want your life to be a magnificent story, then begin by realizing you are the author and everyday you have the opportunity to write a new page.

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From: Wilson, Elise <Elise.Wilson@psc.sc.gov>
Sent: Thursday, March 10, 2022 10:59 AM
To: salonozziee@gmail.com; Bateman, Andrew <abateman@ors.sc.gov>; Campbell, Chad <ccampbell@ors.sc.gov>
Cc: DEC Consumer Affairs <DECConsumerAffairs@duke-energy.com>; Wellborn, Sam <Sam.Wellborn@duke-energy.com>; PSC_Contact <Contact@psc.sc.gov>; Calloway, Tatiana <tcalloway@ors.sc.gov>; Kirby, Brad

<bkirby@ors.sc.gov>; Self, Amanda <ASelf@scconsumer.gov>; Waller, Takisha <twaller@ors.sc.gov>; Wilhite, Sarah <swilhite@ors.sc.gov>; Willis, Iva <iwillis@ors.sc.gov>

Subject: [EXTERNAL] FW: 2022-03-07.McAlister, Brenda Confidential_Redacted.pdf

***** CAUTION! EXTERNAL SENDER *** STOP. ASSESS. VERIFY!!** Were you expecting this email? Are grammar and spelling correct? Does the content make sense? Can you verify the sender? If suspicious report it, then do not click links, open attachments or enter your ID or password.

Good morning.

Please find attached the redacted complaint of Ms. Brenda McAlister, regarding deposits required by Duke Energy Carolinas, LLC.

Ms. McAlister's complaint form indicates that ORS was contacted. Please advise if ORS's investigation into Ms. McAlister's complaint is open or closed.

Thank you for your attention to this matter.

Elise

Elise Wilson
Public Service Commission
State of South Carolina
101 Executive Center Drive
Saluda Building, Suite 100
Columbia, South Carolina 29210
803.896.5100

Wilson, Elise

From: Wilson, Elise
Sent: Monday, March 14, 2022 1:35 PM
To: salonozziee@gmail.com; Campbell, Chad; Bateman, Andrew
Cc: DECCConsumerAffairs@duke-energy.com; Samuel Wellborn; PSC_Contact; Calloway, Tatiana; Kirby, Brad; Self, Amanda; Waller, Takisha; Wilhite, Sarah; Willis, Iva
Subject: RE: 2022-03-07.McAlister, Brenda Confidential_Redacted.pdf

Good afternoon, Ms. McAlister.

Friday afternoon, I received a message with request to return your phone call.

In explanation of limits on communications within the Code of Judicial Conduct, so as not to violate ex parte laws, we must communicate with all parties present. Therefore, all parties are copied on this email and should you need further information, please copy all with any inquiries.

Thank you, Ms. McAlister.

Elise Wilson

From: Bateman, Andrew <abateman@ors.sc.gov>
Sent: Thursday, March 10, 2022 12:27 PM
To: Wilson, Elise <Elise.Wilson@psc.sc.gov>; salonozziee@gmail.com; Campbell, Chad <ccampbell@ors.sc.gov>
Cc: DECCConsumerAffairs@duke-energy.com; Samuel Wellborn <sam.wellborn@duke-energy.com>; PSC_Contact <Contact@psc.sc.gov>; Calloway, Tatiana <tcalloway@ors.sc.gov>; Kirby, Brad <bkirby@ors.sc.gov>; Self, Amanda <ASelf@scconsumer.gov>; Waller, Takisha <twaller@ors.sc.gov>; Wilhite, Sarah <swilhite@ors.sc.gov>; Willis, Iva <iwillis@ors.sc.gov>
Subject: RE: 2022-03-07.McAlister, Brenda Confidential_Redacted.pdf

Thank you, Elise. I understand that the South Carolina Office of Regulatory Staff Consumer Services Department has concluded its investigation regarding Ms. McAlister's complaint.

From: Wilson, Elise <Elise.Wilson@psc.sc.gov>
Sent: Thursday, March 10, 2022 10:59 AM
To: salonozziee@gmail.com; Bateman, Andrew <abateman@ors.sc.gov>; Campbell, Chad <ccampbell@ors.sc.gov>
Cc: DECCConsumerAffairs@duke-energy.com; Samuel Wellborn <Sam.Wellborn@duke-energy.com>; PSC_Contact <Contact@psc.sc.gov>; Calloway, Tatiana <tcalloway@ors.sc.gov>; Kirby, Brad <bkirby@ors.sc.gov>; Self, Amanda <ASelf@scconsumer.gov>; Waller, Takisha <twaller@ors.sc.gov>; Wilhite, Sarah <swilhite@ors.sc.gov>; Willis, Iva <iwillis@ors.sc.gov>
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Columbia, South Carolina 29210
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